

# LIHEAP Eligibility and Verification Guide

## Overview

### Introduction

The LIHEAP Eligibility and Verification Guide is designed to be an easy to use reference for determining LIHEAP Eligibility and processing intake forms, addressing policies and procedural requirements, and other pertinent program information.

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# What's New for PY 2009

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**Introduction**

The “What’s New for 2009” section applies to the new 2009 contract year effective January 1, 2009 and the extension of the 2008 program year into the 2009 calendar year.

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## 75% State Median Guidelines

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### Introduction

Effective January 1, 2009, CSD will implement the use of 75% SMI to determine income eligibility for clients receiving services for Program Year 2009 and the 2008 LIHEAP contract extended into the 2009 calendar year.

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| Household Number | Annual Income | Monthly Income |
|------------------|---------------|----------------|
| 1                | \$29,172.52   | \$2,431.04     |
| 2                | \$38,148.68   | \$3,179.06     |
| 3                | \$47,124.84   | \$3,927.07     |
| 4                | \$56,101.00   | \$4,675.08     |
| 5                | \$65,077.16   | \$5,423.10     |
| 6                | \$74,053.32   | \$6,171.11     |
| 7                | \$75,736.35   | \$6,311.36     |
| 8                | \$77,419.38   | \$6,451.62     |
| 9                | \$79,102.41   | \$6,591.87     |
| 10               | \$80,785.44   | \$6,732.12     |
| 11               | \$82,468.47   | \$6,872.37     |
| 12               | \$84,151.50   | \$7,012.63     |
| 13               | \$85,834.53   | \$7,152.88     |
| 14               | \$87,517.56   | \$7,293.13     |
| 15               | \$89,200.59   | \$7,433.38     |

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All factors of eligibility must be verified and documented in the client file. Copies of all supporting documentation must also be maintained in the client file.

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## Citizenship Status - Private Non Profit Agencies

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### **Introduction**

Previously, all LIHEAP private non-profit charitable organizations were required to verify client eligibility in accordance with CSD Applicant Verification of Eligibility Procedures and Regulations, forms, and other written guidance provided by CSD.

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### **New policy change**

Section 432(d) of the 42 USC 1305 (Public Law 104-193, 110 Stat. 2168, Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) exempts nonprofit charitable organizations from any requirement to determine, verify, or otherwise require proof of alien eligibility or status.

IIRIRA Section 508. NO VERIFICATION REQUIREMENT FOR NONPROFIT CHARITABLE ORGANIZATIONS. Section 432 (d) of the personal responsibility and Work Opportunity Reconciliation Act of 1996 (8 U.S.C. 1642) as amended exempts non profit Charitable Organizations under this title to determine, verify, or otherwise require proof of U.S. citizenship, U.S. noncitizen national, or qualified alien status of any applicant for such benefits in providing any Federal public benefit (as defined in section 401 (c) or any State or local public benefit (as defined in section 411(c)).

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# Processing Applications without a Social Security Number

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**Background** CSD does not have the legal authority to require the collection of Social Security numbers (SSN) as a condition of eligibility. Agencies should continue to request an SSN to assist with client identification and to streamline applicant eligibility verification. However, an applicant cannot be denied services for refusing to provide their Social Security number.

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**Mail in applications** If an application is received in the mail without an SSN, the agency must follow up with the client to request the SSN. If the client refuses to submit the SSN the agency will follow the step by step procedure for processing an application without an SSN in the following section.

The attempt to obtain the SSN and the reason for not providing the SSN by the client must be documented in the client file.

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**Applications received in person** If during the initial intake process an application is submitted without an SSN and a verbal confirmation is received from the client that they refuse to provide their SSN, the agency will follow the step by step procedure for processing an application without an SSN in the following section.

The attempt to obtain the SSN and the reason for not providing the SSN by the client must be documented in the client file.

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**Requesting additional information** Note: Agencies that require documentation above the minimum requirements (a copy of Social Security card, copy of a driver's license, or name, ages and Social Security numbers for all household members) cannot deny a client for services for failure to provide this additional information.

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# Processing Applications without a Social Security Number

Continued

## Procedure

If a client does not have or refuses to provide their SSN:

| Step | Action  |
|------|---|
| 1    | Agency must confirm identity of client with any picture identification card. A copy of the picture identification used to confirm identity must be retained in the client file. Examples of acceptable forms of picture identification: <ul style="list-style-type: none"><li>• Drivers license</li><li>• Employee ID card</li><li>• School, library, bus pass etc.</li></ul>   |
| 2    | After confirming the applicant's identify, perform a data base search using the following information to assure that the client has not been served in the current program year: <ol style="list-style-type: none"><li>1. Last and first name</li><li>2. Service address</li><li>3. Phone number</li></ol>  |
| 3    | If the client's record is located in a prior year with an SSN, agencies can enter the application and use the SSN from the prior year on the current application. The application should be processed in the standard manner and will not need to be submitted to CSD.  |
| 4    | When the client is determined eligible (meets income guidelines, agency's priority plan and has not been served in the current year) agency will arrange for the handling of the application without an SSN, by completing a CSD fax coversheet, and submitting the cover sheet, a copy of the intake form and supporting documents to CSD's Help Desk, via fax. Supporting documents must include: <ol style="list-style-type: none"><li>1. Utility bill or a landlord statement for utilities included in rent</li><li>2. Income verification</li></ol> |
| 5    | CSD's Help Desk staff will perform a secondary duplicate check to confirm eligibility for assistance. If a positive match is found, CSD will not process the application and will be communicated to the agency for additional follow up to confirm eligibility.  |
| 6    | If no match is found a unique filler number will be assigned by the Help Desk in lieu of an SSN.  |
| 7    | Help Desk will enter the record into the database using the filler number; the record will be <u>processed for payment on the next pay run.</u>   |
| 8    | Help Desk will confirm the processing of the application to the agency via return of the completed fax cover sheet.   |



## Collecting Date of Birth

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|                         |  |
|-------------------------|--|
| <b>Background</b>       | <p>Presently, CSD collects the full SSN for identifying and tracking client participation to ensure that duplicate payments are not issued. While the practice of collecting the full SSN assists in tracking client services, and preventing duplicate payments, CSD does not possess the legal authority to collect the SSN, nor can a client be denied services for failure to provide a full SSN.</p> <p>In future program years, CSD hopes to move towards eliminating the practice of collecting a full SSN and replacing the use of a client's SSN with the combination of date of birth and the last four-digits of the SSN.</p> |
| <b>Requirement</b>      | <p>Beginning January 1, 2009, agencies will be required to obtain and document the date of birth of the applicant on the Intake Form 43. This additional data will assist in verifying an applicant's identity, streamlining the prevention of fraud and the duplication of benefits.</p>  |
| <b>No documentation</b> | <p>It will <u>not</u> be necessary for the applicant to verify their date of birth and no documentation is required in the client file.</p>  |
| <b>Intake form</b>      | <p>The date of birth must be written on the intake form in the following format: 2 digit month/2 digit day/2 digit year (mm/dd/yy). It is located in the upper right of the Intake form, near the last name field.</p>   |

# Eligibility Criteria

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**Introduction**

Eligibility is based on the household's total monthly income, which cannot exceed the HEAP income guidelines. Because of significant funding cuts, the federal government enacted a law requiring that states target households with lowest incomes and high energy costs, while taking into consideration households with elderly and disabled persons and children under six.

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## Eligibility Summary

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### **All applicants**

An applicant for all LIHEAP programs must meet the following criteria:

1. Be a resident of California
  2. Meet the income guidelines and provide proof of income
  3. Be responsible for energy costs and provide copies of energy bills
  4. Prove citizenship status if the applicant is being served by a public agency
  5. Meet the definition of a household
  6. Housing unit must meet the definition of a dwelling
  7. Meet agency's priority plan
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### **Fast Track applicants**

LIHEAP Crisis/emergency services have additional eligibility requirements for substantiating the condition of emergency under the various LIHEAP emergency services can be rendered (ECIP, EHCS, ECIP WPO, Fast Track) Please see the section titled Qualifying for Fast Track.

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## Income Guidelines

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**Requirements** All applications must meet the income guidelines.

Proof of income must be verified and documented in the client file.

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**PY 2009  
Income  
guidelines**

| <b>Household<br/>Number</b> | <b>Annual Income</b> | <b>Monthly Income</b> |
|-----------------------------|----------------------|-----------------------|
| 1                           | \$29,172.52          | \$2,431.04            |
| 2                           | \$38,148.68          | \$3,179.06            |
| 3                           | \$47,124.84          | \$3,927.07            |
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| 11                          | \$82,468.47          | \$6,872.37            |
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| 13                          | \$85,834.53          | \$7,152.88            |
| 14                          | \$87,517.56          | \$7,293.13            |
| 15                          | \$89,200.59          | \$7,433.38            |

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# Citizenship and Alien Status for Public Agencies

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**Purpose** Federal law requires that all public agencies verify that all eligible household members are either a United States citizen or an alien in a qualified immigration status.

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**Citizen or naturalized citizen** An individual is a United States (U.S.) citizen if:

- Born in the U.S., regardless of the citizenship of his/her parents
- Born outside of the U.S. of U.S. citizen parents
- Born outside the U. S. of alien parents and has been naturalized as a U.S. citizen. A child born outside of the U.S. of alien parents automatically becomes a citizen after birth if his/her parents are naturalized before he becomes age 16.

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**Citizenship documentation** Acceptable proof of U.S. citizenship:

- U.S. birth certificate
- U.S. passport
- Naturalization certificate, N-550 or N-570. Certificate cannot be copied but agency should review, verify and document in the file that the “naturalized certificate was verified and valid”
- Report of birth abroad of a U.S. Citizen FS-240
- United States Citizen Identification Card, I-197
- Certificate of Citizenship, N-560 or N-561
- Statement provided by the U.S. consular officer certifying the individual is a U.S. citizen
- American Indian card with a classification code KIC

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**Qualified Alien** The following table lists acceptable status and corresponding documentation for qualified aliens

| Status                    | Documentation  |
|---------------------------|--|
| Lawful Permanent Resident | <ul style="list-style-type: none"><li>• INS form I-551 (Alien Registration Receipt Card, also called Resident Alien Card or ‘green card’). This card contains a photo and fingerprint. It does not include the AI-551 form number. Older versions do not include a fingerprint.</li><li>• An unexpired temporary I-551 stamp in a foreign passport or on a Form I-94</li></ul> |

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## Citizenship and Alien Status for Public Agencies, Continued

### Qualified Alien (continued)

| Status                          | Documentation   |
|---------------------------------|---|
| Parolee                         | <ul style="list-style-type: none"> <li>INS Form I-94 with a stamp showing admission under Section 212(d)(5) of the INA. An expiration date of 1 year or more from the date the status was granted (or indefinite) will be noted on the I-94 and can be used to indicate a qualified alien's status</li> <li>INS Forms I-688 coded 274a.12(c) (11)</li> <li>Form I-766 coded C11, indicates parolee status</li> </ul>  |
| Conditional Entrant             | <ul style="list-style-type: none"> <li>INS Form I-94 with a stamp showing admission under Section 203(a)(7) of the INA</li> <li>INS Form I-688 coded 274a.12(a)(3)</li> <li>Form I-766 coded A3, which indicates status as a condition entrant</li> </ul>   |
| Cuban/Haitian Entrant           | <ul style="list-style-type: none"> <li>INS Form I-94 with a stamp showing parole as a Cuban/Haiti Entrant under Section 212(d)(5) of the INA</li> <li>Form I-94 showing parole into the U.S. on or after October 10, 1980 and reasonable evidence that the parolee had been a national of Cuba or Haiti</li> <li>Note: This guideline does not apply when the individual was paroled solely to testify as a witness in a judicial administrative, or legislative proceeding or when the parolee is in legal custody pending criminal prosecution</li> </ul>   |
| Deportation or Removal Withheld | <ul style="list-style-type: none"> <li>An immigration judge's order showing that deportation was withheld pursuant to Section 243(h) of the INA removal was withdrawn pursuant to Section 241(b)(3) of the INA and the date of the judge's order</li> <li>An INS Form I-688 with the code of 274a.12(a)(10)</li> <li>Form I-766 coded A10, which indicates deportation or removal withheld under Section 241(b)(3) or 243(h)</li> </ul>   |
| Battered Spouse                 | <ul style="list-style-type: none"> <li>The individual must have filed a petition with INS base on: <ul style="list-style-type: none"> <li>Status as a spouse or child of a United States citizen or classification to immigrant status as a spouse or child of a lawful permanent resident or</li> <li>Suspension of deportation and adjustment to lawful permanent resident status based on battery or extreme cruelty by a spouse or parent who is a United States Citizen or lawful permanent resident</li> </ul> </li> <li>The individual must allege that he or she was subjected to battering or extreme cruelty; and the person responsible for the battery or extreme cruelty must no longer reside with the individual in question.</li> </ul> |

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## Citizenship and Alien Status for Public Agencies, Continued

### Qualified Alien (continued)

| Status                      | Documentation  |
|-----------------------------|--|
| Asylee-Alien granted asylum | <ul style="list-style-type: none"> <li>• INS Form I-94 (Arrival Departure Record) with a stamp showing grant of asylum under Section 208 of the INA</li> <li>• A grant letter from the INS Asylum Office.</li> <li>• An order of an immigration judge.</li> <li>• INS Form I-688B (Employment Authorization Card) with the code 274a.12(a)(5)</li> <li>• Form I-766 (Employment Authorization Document) coded A5 that indicates status as an Asylee</li> </ul> |
| Refugee                     | <ul style="list-style-type: none"> <li>• INS Form I-94 with a stamp showing admission under Section 207 of the INA</li> <li>• INS Form I-688B with the code 274a.12(a)(3).</li> <li>• Form I-766 coded A3 that indicates status as a refugee.</li> </ul>   |

### Ineligible for public agencies

Persons ineligible to participate in LIHEAP programs with public agencies are:

- Individuals who hold an INS I-94 who are admitted as temporary entrants (such as students, visitors, tourists, diplomats, etc.)
- Aliens who have no other INS document
- Individuals possessing an Individual Taxpayer Identification Number (ITIN). An ITIN does not create an inference regarding the person's immigration status. An ITIN is issued by the U.S. Internal Revenue Service to individuals who are required to have a U.S. taxpayer identification number but who do not have, and are not eligible to obtain a Social Security Number issued by the Social Security Administration.

### Calculating income

An individual is not counted towards the HEAP household member count if citizen or qualified alien criteria is not met. However, his /her income is counted in the household's total income.

## Definition of a Household

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**Definition** A household includes any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payment for energy in the form of rent.

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**Ineligible households**

1. Subsidized households that do not pay any out of pocket energy costs
2. Persons living in licensed facilities (nursing homes, assisted living, etc.).
3. Persons living in temporary shelters or group homes who have no energy expense or who pay a nominal fee to live there.
4. Persons who reside in only one room within a larger dwelling and is not considered a separate household.
5. Persons who have no physical address
6. Individuals who previously received LIHEAP assistance in another LIHEAP household during the same program year are considered ineligible household members.

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## Definition of a Dwelling

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|                                 |  |
|---------------------------------|--|
| <b>Introduction</b>             | All dwellings must be a permanent building and located in California. Applicants can have a mail address in another state, but the location where they receive utility services must be in California  |
| <b>Dwelling definition</b>      | A housing unit is a house, an apartment, a mobile home, a group of rooms, or a single room that is occupied (or if vacant is intended for occupancy) as separate living quarters.  |
| <b>Separate living quarters</b> | <p>Separate dwellings are those in which the occupants live and eat separately from any other persons in the building and have direct access from the outside of the building or through a common hall.</p> <p>The occupants may be a single family, one person living alone, two or more families living together, or any group of related or unrelated persons who share living arrangements</p>   |
| <b>Ineligible dwellings</b>     | <ul style="list-style-type: none"><li>• Applicants renting a room in someone else's home. (Exception: applicant provides proof that his/her living arrangement adheres to the definition of "separate living quarters".)</li><li>• Applicants living in transitory, tent or temporary encampments such as Slab City in Niland.</li><li>• Applicants living in board-and-care facilities, nursing or convalescent homes, or in jail or prison.</li><li>• Applicants that are homeless</li></ul> |
| <b>Exception</b>                | Applicants living on boats, in a marina with a dock number and utility hook-up, are eligible for HEAP assistance   |

## Priority

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### Introduction

The federal government enacted a law requiring states to target households with low-incomes and high energy costs, while taking into consideration households with elderly and disabled persons, and children under six. The results will mean that households that received assistance in the past will no longer receive assistance because they fall into a low priority group and are not considered among the neediest of the needy.

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### Purpose

Prioritization is a method to consistently and fairly determine the need of individual applicants, and how the agency elects to provide services based on need.

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### Reference

Public Law 103-252 Section 2603(1)(4) The term “highest home energy needs” means the home energy requirements of a household determined by taking into account both the energy burden of such household and the unique situation of such household that results from having member of the vulnerable populations, including very young children, individuals with disabilities, and frail older individuals.

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### Policy

Agencies are required to prioritize the delivery of services in accordance with approved "Prioritization Plans" (Exhibit H).

In accordance with federal law, agencies must ensure that the highest level of priority will be given to those households which have the lowest incomes and the highest energy costs in relation to income, taking into account family size. Agencies are required to prioritize the delivery of services for all LIHEAP programs in accordance with the approved "Prioritization Plans" as part of the LIHEAP Local Plan. All applications must be screened and evaluated using the agency's approved priority plan.

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## Priority, Continued

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### Priority Plan

The following categories comprise the priority plan. Other than the Goals section, the points received in each category when totaled will determine if an application will be approved for assistance.

| Part                  | Function   |
|-----------------------|--|
| Income                | By assigning point values to households with the lowest incomes, those households most in need will receive greater weighting (priority consideration) for receiving services and ensure compliance with Federal law requirements for targeting. |
| Energy Burden         | Higher point values are assigned to households paying a higher percentage of their income towards utility cost.  |
| Vulnerable Population | Agencies can assign different point values to groups they have chosen as being most in need in their service territory.  |
| Agency Defined        | Agencies can customize their plans by establishing additional categories and point values unique to the needs of their community   |

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# Confidentiality of Social Security Numbers

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## Background

“The Social Security number has a unique status as a privacy risk. No other form of personal identification plays such a significant role in linking records that contain sensitive information that individuals generally wish to keep confidential”  
Department of Consumer Affairs, Office of Privacy Protection\_Recommended Practices for Protecting the confidentiality of Social Security Numbers

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## Policy

Without legal authority, CSD cannot require the submission of a Social Security Number as part of the eligibility criteria. Although a client cannot be denied for refusing to submit their SSN, CSD encourages agencies to continue to request the SSN as a unique client identifier, and to streamline the eligibility verification of LIHEAP applicants. (Please see the section on Processing an Application without a Social Security Number.)

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## Collecting copies

If an agency determines that copies of Social Security cards and/or drivers licenses are necessary, they can continue to request the information but cannot deny a client for refusing to submit the documents.

Due care must be taken to secure this sensitive information. It must be stored in a secure and locked location. Access to the location where client file information is maintained must be limited and regulated by internal controls.

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## Guidelines

The Department of Consumer Affairs offers the following guidelines to protect Social Security numbers and other confidential information:

1. Develop a written security plan for record systems that contain social security numbers (SSNs).
  2. Develop written security policies for protecting the confidentiality of SSNs.
  3. Provide training and written material for employees on their responsibilities in handling SSNs.
  4. Conduct training at least annually and train all new employees, temporary employees and contract employees.
  5. Impose discipline on employees for non-compliance with organizational policies and practices for protecting SSNs.
  6. When discarding or destroying records in any medium containing SSNs or other confidential information, do so in a way that protects their confidentiality, such as shredding.
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## Qualifying an Applicant as Disabled

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### **CSD Policy**

CSD does not require agencies to obtain written documentation to verify the disability of an applicant. However, at the agency's discretion, it is reasonable to ask for proof of disability.

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### **Federal definition**

Under federal law, even if a person is "regarded as having impairment," this individual is considered to be disabled, whether or not it has ever been diagnosed or documented. In these cases, acceptable forms of substantiation may include either: a) documentation to establish proof of the disability, or b) self certification. To satisfy the "b)" option, the form should have a place where the applicant initials or signs the following statement. "I declare that I or one of my household members has a disability within the meaning of the Rehabilitation Act of 1973."

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### **Proof of disability**

The following documentation is acceptable proof:

- Participation in a federal disability program (SSI, Veteran's disability, developmental disability programs in education).
- A statement from a doctor is reasonable to ask for if an applicant falls under the federal definition of disability.
- Self certification statement

## Qualifying for Fast Track Assistance

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|                                |   |
|--------------------------------|---|
| <b>Crisis services</b>         | LIHEAP Crisis/emergency services have additional eligibility requirements for substantiating the condition of emergency under the various LIHEAP emergency services can be rendered (ECIP, EHCS, ECIP WPO, Fast Track)  |
| <b>Additional requirements</b> | <p>There are additional requirements for processing Fast Track applications:</p> <ol style="list-style-type: none"><li>1. Fast Track payments shall only be made where an emergency energy-related crisis exists.</li><li>2. Applicants must receive energy services from one of the following energy providers: utility companies; mobile home parks that own their own power source; or submetering billing services with legal authority to shut-off utility services.</li><li>3. An emergency energy related crisis does not exist if the cost of energy is included in the applicant's rent, in which case Fast Track payments shall not be made.</li><li>4. Documentation of the energy related crisis must be maintained in the client file.</li></ol> |
| <b>Documentation</b>           | <p>To qualify for a Fast Track benefit the client must provide proof of one of the following:</p> <ul style="list-style-type: none"><li>• Proof a utility account is past due</li><li>• Proof of utility shutoff notice</li><li>• Proof of energy termination</li><li>• Insufficient funds to establish a new energy account</li><li>• Energy related crisis or life-threatening emergency exists within the applicant's household</li></ul>  |
| <b>Supplemental payment</b>    | Under the Fast Track supplemental benefit provision the total amount of the Fast Track payment cannot exceed the total amount of the entire bill or \$1,000, which ever is less.  |

# Client File Documentation

|                                |  |
|--------------------------------|--|
| <b>Purpose</b>                 | All factors of eligibility must be verified and documented in the client file.   |
| <b>HEAP requirements</b>       | <p>HEAP client files must contain specific documents:</p> <ol style="list-style-type: none"><li>1. Completed and signed intake form. The applicant name and signature must be the same person. Note: The applicant does not need to be the customer on the utility bill.</li><li>2. Copy of the utility bill from the company that will receive the HEAP payment. It is important to collect bills from all sources of energy used in the household to determine the actual energy burden. However, copies of all sources are not required.</li><li>3. Proof of income documentation.</li><li>4. Verification of energy conservation education and budget counseling.</li><li>5. If the agency is required to verify citizenship, the file must contain proof as directed.</li></ol> |
| <b>Fast Track requirements</b> | <p>Fast Track client files must contain all of the requirements listed in the HEAP Requirement section and proof of energy crisis documentation, such as:</p> <ul style="list-style-type: none"><li>• A shut off notice,</li><li>• Proof that services have been disconnected,</li><li>• Proof that the account is in arrears, or</li><li>• A deposit is needed to establish services</li></ul>  |
| <b>Not required by CSD</b>     | <p>CSD does not require a copy of the applicant's</p> <ul style="list-style-type: none"><li>• Social Security card</li><li>• Drivers License</li><li>• Name, age, and social security number for all members of household</li></ul> <p>It is at the agency's discretion to include these documents in the client file.</p>   |
| <b>Confidential</b>            | <p>Agency personnel will be exposed to and have access to information which is of a confidential nature. All client records are considered to be confidential and are open only to State and local agency personnel carrying out eligibility and audit functions. Such information should not be shared with unauthorized personnel.</p>   |
| <b>Retention</b>               | All HEAP and Fast Track client files must be retained for 3 years  |

# Income Verification

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**Introduction**

The determination of income is based on all household income sources before any deductions. An applicant's total gross household income must be verified and copies retained in the client file.

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# Calculating Income

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**Introduction** Determination of income is based on all household income before any deductions (gross income).

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**Purpose** To create consistency in calculating income

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**Criteria**

- Proof of income must be current to within 6 weeks from the intake date (unless otherwise specified by the agency).
- Income must be the total gross income before deductions.
- Income document(s) should cover a one-month period unless applicant did not work a full month.

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**Exceptions** On an exceptional basis when a client cannot provide a full month of income verification, a weekly or bi-weekly paycheck stub can be used to equal one month income using the income formulas in the following section. However, income formulas cannot be used when the calculated monthly income does not reconcile with client's statement of gross monthly income or the client has failed to provide a statement of their gross monthly income on the intake form.

## Example A

|                                |       |
|--------------------------------|-------|
| Stated Income on Intake Form:  | \$800 |
| Weekly Pay Stub:               | \$200 |
| Income using formula (200 X 4) | \$800 |

Example A is an acceptable method for utilizing the income formula for determining monthly income as the monthly calculated income reconciles with the client's statement of gross monthly income on intake form.

## Example B

|                               |       |
|-------------------------------|-------|
| Stated Income on Intake Form: | \$0   |
| Weekly Pay Stub:              | \$200 |

Example B is an unacceptable method for utilizing the income formula for determining client's monthly income. The client stated income does not reconcile against the income stated on the intake form.

---

**Income Formulas**

How to calculate incomplete earned income documentation

- A weekly gross income can either be multiplied by 4 or 4.333 to total 1 month's income.  
 $\$550 \text{ weekly} \times 4 = \$2,200 \text{ monthly income}$   
 $\$550 \text{ weekly} \times 4.333 = \$2,383.15 \text{ monthly income}$
- Bi-weekly gross income should be multiplied by 2 or 2.167 to total 1 month's income.  
 $\$1,200 \text{ bi-weekly} \times 2 = \$2,400 \text{ monthly income}$   
 $\$1,200 \text{ bi-weekly} \times 2.167 = \$2,600.40 \text{ monthly income}$
- Quarterly gross income (including any interest and dividends) should be divided by 3 to arrive at a monthly average.  
 $\$4,000 \text{ quarterly divided by } 3 = \$1333.33 \text{ monthly income}$

---

**Zero Income**

For clients claiming no sources of income must be certified by completing a self-certification statement. The statement must include the individual's name, date, signature, and attest to the fact that all statements are true and correct.

---

**Statement of income**

In all cases agencies should make every effort to obtain one month's income documentation from all income sources. The first step is to verify the amount of the household's gross monthly income, generally provided on the intake form along with the provided acceptable forms of income verification to substantiate the amount indicated on the intake form.

If the client has not indicated the monthly amount and is available, simply ask them to enter it on the form. If an Intake form is received by mail without the income box complete, a second attempt to obtain the information must be made, either by mail, phone call, fax, etc. In all cases the attempt to obtain the income monthly amount and verification and subsequent actions must be documented in the client file

If it is determined that a hardship exists and the client is unable to provide verification after the agency has made an attempt to obtain it, it is acceptable to process the application using the formulas for calculating incomplete earned income documentation.

---

**Public assistance, retirement, Social Security**

Clients should be expected to provide appropriate verification for one entire month. The only exception would be when the request for additional documentation would cause undue hardship for the client and the income can be substantiated with a great deal of accuracy using an outdated form of

documentation. Example: Elderly woman, 80 years old, using public transportation to the agency, submits a copy of a Social Security check that is beyond the 6 week limit. It is reasonable, in this case, to assume that her income, Social Security, has not changed and it is acceptable to process the application with the income verification submitted.

Note: The reason for accepting the outdated information must be documented in the file.

---

**Unqualified  
alien**

An individual that is not a citizen or a qualified alien is not counted in the HEAP household if he/she does not meet either of these criteria. However, his /her income is counted towards the household's total income.

---

**Annual  
statements and  
bank deposits**

For award or annual statements, DO NOT use the date the document was issued. You must use the dates covering benefits within the document to determine eligibility. These dates must be current.

Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine if the document is current to 6 weeks of intake date.

---



# Public Assistance

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**Introduction** Public assistance or welfare payments include cash public assistance payments low-income people receive, such as aid to families with dependent children (AFDC, ADC), temporary assistance to needy families (TANF), general assistance.

---

**Verification**

- Proof of income for these items must be current to within 6 weeks of the application intake date.
- Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine if the document is current to 6 weeks of intake date.

---

**Acceptable Proof** Documentation considered acceptable

- Copy of current check
- Current Notice of Action
- Current verification from worker with amount and date
- Food Stamp verification with current income amount listed
- Current aid printout summary
- Copy of bank statement showing direct deposit

---

**Unacceptable Proof** Documentation considered unacceptable

- Outdated or altered information
- Medi-Cal cards
- Food Stamp verification with no income amount or date
- CW7 Report
- Notice of Action stating homeless aid

---

**Exclusions**

- A family's monthly Food Stamp allotment amount is not considered income. Note: Do not include the Food Stamp amount when calculating income.
- Overpayment adjustments should not be deducted from the grant amount.

---

# Earned Income

---

## Introduction

Money, wage or salary income is the total income people receive for work performed as an employee during the income year. Includes wages, salary, armed forces pay, commissions, tips, piece-rate payments, and cash bonuses earned, before deductions are made for items such as taxes, bonds, pensions, and union dues

---

## Verification

- Proof of income for these items must be current to within 6 weeks of the application intake date.
  - Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.
- 

## Acceptable Proof

Documentation considered acceptable

- Copy of check(s) showing gross amount.
  - Current copy of pay stub(s) covering 1 month of gross income (using necessary formulas).
  - Letter from employer with company name, address, phone number, the gross amount and current time frame.
  - Notice of Action showing earned income.
  - HUD statement from Department of Housing with annual income amount.
- 

## Unacceptable Proof

Documentation considered unacceptable

- Outdated information
  - Information without dates
  - Copy of check(s) showing net amount only
  - Federal and State Tax Forms (exception: self-employed)
  - W2 Forms
  - Non-consecutive pay stubs. (If unable to determine monthly gross.)
  - Employers' letter not showing gross income amount
  - Food Stamp verification with no dollar amount listed
  - Renter's Credit Form
  - Copy of bank statement
  - Military pay showing base pay only.
-

# Social Security

---

|                             |   |
|-----------------------------|---|
| <b>Introduction</b>         | Includes social security pensions and survivor's benefits and permanent disability insurance payments made by the SSA prior to deductions for medical insurance.  |
| <b>Verification</b>         | <ul style="list-style-type: none"><li>• Proof of income for these items must be current to within 6 weeks of the application intake date.</li><li>• Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.</li></ul>   |
| <b>Exceptions</b>           | <ul style="list-style-type: none"><li>• Overpayments adjustments must not be deducted</li><li>• Medicare premiums are not considered income and must be deducted from total gross amount.</li></ul>   |
| <b>Acceptable proof</b>     | Documentation considered acceptable <ul style="list-style-type: none"><li>• Copy of check</li><li>• Payee's (income recipient) letter of verification showing income amount</li><li>• Notice of planned action</li><li>• Copy of bank statement showing direct deposit</li></ul>  |
| <b>Annual documentation</b> | <p>For the following items, DO NOT use the actual date the document was issued. You must use the dates covering benefits within the document to determine eligibility. These dates must be current.</p> <ul style="list-style-type: none"><li>• Annual benefit letter with current dates (i.e., date of letter is 12/08, but letter states applicant will receive \$\$ beginning 1/09).</li><li>• Computer printout or letter that states the current annual benefit amount.</li><li>• Form 2458 completed by Social Security Office.</li><li>• HUD statement from Department of Housing with a Social Security amount.</li></ul> |

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*Continued on next page*

## Social Security, Continued

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### Unacceptable Proof

Documentation considered unacceptable

- Outdated information
  - Benefit letter with no income amount or date
  - Payee's letter of verification not showing income amount
  - Medicare cards
-



## Pensions or Retirement

---

**Introduction** Includes payments received from eight sources; companies or unions; federal government (Civil Service); military; state or local governments; railroad retirement; annuities or paid-up insurance policies; individual retirement accounts (IRAs), Keogh or 401 (k) payments; or other retirement income

---

**Verification** Proof of income for these items must be current to within 6 weeks of the application intake date.

---

**Exceptions**

- For award or annual statements, DO NOT use the date the document was issued. You must use the dates covering benefits within the document to determine eligibility. These dates must be current to within 6 weeks of the application intake date.
- Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.

---

**Unacceptable Proof** Documentation considered unacceptable

- Outdated or altered information
- Benefit letter with no income amount or date

---

# Interest

---

## Introduction

Interest includes payments received or have credited to accounts from bonds, treasury notes, IRAs, certificates of deposit, interest-bearing savings and checking accounts, and all other investments that pay interest. Only the interest used for household support is considered income not the original deposit.

---

## Verification

- Proof of income for these items must be current to within 6 weeks of the application intake date.
  - Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.
- 

## Acceptable Proof

Documentation considered acceptable

- Current statement(s) from financial institution(s)
  - Current copy of financial statement(s) showing direct deposit
  - Current copy of check(s)
- 

## Unacceptable Proof

Documentation considered unacceptable

- Outdated information
  - Information without a date
  - Financial statement(s) without a dollar amount listed
  - Federal and State Tax Forms
-

## Dividends/Royalties

---

### Introduction

Dividends and certain royalties: dividends are returns on capital investments, such as stocks, bonds, or savings accounts. Royalties are compensation paid to the owner for the use of property, usually copyrighted material or natural resources such as mines, oil wells, or timber tracts. Royalty compensation maybe expressed as a percentage of receipts from using the property or as an amount per unit produced.

---

### Verification

- Proof of income for these items must be current to within 6 weeks of the application intake date.
  - Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.
- 

### Acceptable Proof

Documentation considered acceptable

- Current statement(s) from financial institution(s)
  - Current copy of financial statement(s) showing direct deposit
  - Current copy of check(s)
- 

### Unacceptable Proof

Documentation considered unacceptable

- Outdated information
  - Information without a date
  - Financial statement(s) without a dollar amount listed
  - Federal and State Tax Forms
-

# Workers Compensation

---

## Introduction

Workers compensation includes payments people receive periodically from public or private insurance companies for injuries received at work

---

## Verification

- Proof of income for these items must be current to within 6 weeks of the application intake date.
  - Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.
- 

## Acceptable proof

Documentation considered acceptable

- Copy of current check(s)
  - Current check stub(s)
  - Current printout
  - Current award letter
- 

## Unacceptable proof

Documentation considered unacceptable

- Outdated information
  - Information without a date
  - Award letter without income/date
-

# Unemployment Compensation

---

**Introduction**      Unemployment compensation, includes payments received from government unemployment agencies or private companies during periods of unemployment, including any strike benefits from union funds

---

**Verification**

- Proof of income for these items must be current to within 6 weeks of the application intake date.
- Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.

---

**Acceptable proof**      Documentation considered acceptable

- Copy of current check(s)
- Current check stub(s)
- Current printout
- Current award letter

---

**Unacceptable proof**      Documentation considered unacceptable

- Outdated information
- Information without a date
- Award letter without income/date

---

# Veterans Benefits

---

**Introduction** Includes payments disabled members of the armed forces or survivors of deceased veterans receive periodically from the Department of Veterans Affairs for education and on-the-job training, and means-tested assistance to veterans.

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**Verification**

- Proof of income for these items must be current to within 6 weeks of the application intake date.
- Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.

---

**Acceptable proof** Documentation considered acceptable

- Copy of current check(s)
- Current check stub(s)
- Current printout
- Current award letter

---

**Unacceptable proof** Documentation considered unacceptable

- Outdated or altered information
- Benefit letter with no income amount or date

---

# Survivors Benefits

---

|                           |  |
|---------------------------|--|
| <b>Introduction</b>       | Survivors benefits include payments received from survivors' or widows' pensions, estates, trusts, annuities, or any other types of survivor benefits, from private companies or unions; federal government (Civil Service); military; state or local governments; rail road retirement; worker's compensation; black lung payments; estates and trusts; annuities or paid-up insurance policies; and other survivors benefits |
| <b>Verification</b>       | <ul style="list-style-type: none"><li>• Proof of income for these items must be current to within 6 weeks of the application intake date.</li><li>• Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.</li></ul>  |
| <b>Acceptable proof</b>   | Documentation considered acceptable <ul style="list-style-type: none"><li>• Copy of current check(s)</li><li>• Current check stub(s)</li><li>• Current printout</li><li>• Current award letter</li></ul>   |
| <b>Unacceptable proof</b> | Documentation considered unacceptable <ul style="list-style-type: none"><li>• Outdated information</li><li>• Information without a date</li><li>• Award letter without income/date</li></ul>   |

## SSI/SSP

---

|                             |  |
|-----------------------------|--|
| <b>Introduction</b>         | Supplemental security income includes federal, state, and local welfare agency payments to low-income people who are 65 years of age and older or people of any age who are blind or disabled.   |
| <b>Verification</b>         | <ul style="list-style-type: none"><li>• Proof of income for these items must be current to within 6 weeks of the application intake date.</li><li>• Automatic Bank Deposit - the date of the deposit or the issue date of the statement can be used to determine whether the document is current to 6 weeks of intake date.</li></ul>  |
| <b>Exceptions</b>           | <ul style="list-style-type: none"><li>• Over payment adjustments must not be deducted.</li><li>• Medicare premiums are not considered income and must be deducted from total gross amount.</li></ul>   |
| <b>Acceptable proof</b>     | Documentation considered acceptable <ul style="list-style-type: none"><li>• Copy of check</li><li>• Payee's (income recipient) letter of verification showing income amount</li><li>• Notice of planned action</li><li>• Copy of bank statement showing direct deposit</li></ul>   |
| <b>Annual documentation</b> | <p>For the following items, DO NOT use the actual date the document was issued. You must use the dates covering benefits within the document to determine eligibility. These dates must be current.</p> <ul style="list-style-type: none"><li>• Annual benefit letter with current dates (i.e., date of letter is 12/08, but letter states applicant will receive \$\$ beginning 1/09).</li><li>• Computer printout or letter that states the current annual benefit amount.</li><li>• Form 2458 completed by Social Security Office.</li><li>• HUD statement from Department of Housing with a Social Security amount</li></ul> |

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*Continued on next page*



## SSI/SSP, Continued

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### Unacceptable proof

#### Documentation considered unacceptable

- Outdated information
- Benefit letter with no income amount or date
- Payee's letter of verification not showing income amount
- Medicare cards

# Energy Cost Verification

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## **Introduction**

The utility bill provides documentation of the physical address, energy costs and valuable utility account information to ensure the delivery of cash assistance benefits by means of direct payment to the utility company or warrant to the client.

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# Energy Bill Criteria

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**Introduction** The utility bill provides verification of the physical address, energy costs and other valuable utility account information to ensure the delivery of cash assistance benefits by means of direct payment to utility service providers.

---

**Bills must include** Energy bill(s) must contain a billing period current to within 6 weeks of the application intake date. Must provide the amount of the household's current energy costs and the following:

1. Service address - In rural areas, the service address can be descriptive (Example: 3<sup>rd</sup> house on the left, past the gas station, etc.)
  2. Account number
  3. Name of the utility company
  4. Customer's name
  5. The dollar amount of a full month's energy costs (at least 22 days), some exceptions may apply. Please contact the Help Desk for assistance.
  6. For a Fast Track application: the documentation must include the total amount due on the bill (current and past due and all other changes).
- 

**Acceptable** Acceptable energy bills include current, delinquent, shut-off notices, or energy statement/print-outs that indicate usage without added fees and provide the required information referenced above.

---

**Unacceptable** The following is unacceptable energy cost verification:

1. Closing bills
2. Altered bills
3. Service address on the utility bill does not match the applicant's service address
4. Outdated utility bill

---

# Calculating Energy Cost

## Introduction

For both HEAP and Fast Track, the total monthly energy cost consists of the entire amount of energy costs incurred for the most current month. Allowable energy costs include usage and all monthly charges.

## Example

Below is an example of the charges to be included in calculating energy cost:

| Summary of Charges                                | CARE Discount Applied |               | Amount       |
|---|-----------------------|---------------|--------------|
| Customer Charge                                   | 29 Days               | x 0.13151= \$ | 3.81         |
| CARE Baseline                                     | 14 Therms             | x 0.61643=    | 8.63         |
| CARE Over Baseline                                | 15 Therms             | x 0.76267=    | 11.44        |
| <b>Gas Charges</b>                                |                       |               | <b>23.88</b> |
| State Regulatory Fee                              | 29 Therms             | x 0.00076=    | 0.02         |
| CARE Public Purpose Surcharge.                    | 29 Therms             | x 0.01881=    | 0.55         |
| <b>Taxes &amp; Fees on Gas Charges</b>            |                       |               | <b>0.57</b>  |
| <b>Total Gas Charges Including Taxes and Fees</b> |                       |               | <b>24.45</b> |
| <b>Current Level Pay Amount</b>                   |                       |               | <b>34.00</b> |
| <b>Total Amount Due</b>                           |                       |               | <b>34.00</b> |

The total amount of monthly energy cost is **\$24.45**.

$$(23.88 + 0.57 = 24.45)$$

**Note:** The balance pay amount is not used to calculate energy cost.

## Utilities Included In Rent

---

**Introduction** Applicants that pay their utility costs as a portion of their rent are eligible to receive LIHEAP assistance. Public Law 97-35, Title XXVI, Section 2602 (8)(B) “the State will treat owners and renters equitably under the program assisted under this title”

---

**Documentation** Must contain the following:

1. Date
2. Tenant/Customer’s Name
3. Service Address
4. The amount of rental charges covering energy expenses
5. Landlord’s signature
6. Photocopied and faxed letters of utility cost verification
  - Agency must keep a dated copy with a wet signature on file for each multi-family dwelling. Letter must contain service address, date, and the location of the original signature.
  - This document maybe photocopied for insertion into the client file of other tenants in that building.
  - A newly signed landlord letter must be obtained each program year.

---

**Acceptable documentation** Documentation must include a time frame current to six weeks from intake date

- Must indicate the dollar amount of the applicant’s monthly rent that is applied towards energy costs.
- Rental agreement that indicates utilities included in rent
- Rental receipt that indicates utilities included in rent
- Original or faxed letter signed by landlord/manager
- HUD statement showing zero utility allowance
- Billing services statement that indicates submetered

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**Unacceptable**

- Documents that do not show energy charges
- Documents that have been altered
- Outdated information
- Landlord statements that are unsigned
- Letter that does not indicate customer name and apartment number if applicable.

---

# Energy Burden

|                                  |  |
|----------------------------------|--|
| <b>Definition</b>                | The percentage of household income used to pay household energy expenses. This is determined by dividing the household's monthly energy cost by the household's total gross monthly income.  |
| <b>Utility bills</b>             | <p>Applicants are requested to submit all of their energy utility bills for a one-month period (gas and electric, wood and propane, or any combination thereof).</p> <p>In instances where a household is unable to obtain a copy of a secondary energy bill, it is acceptable to have the applicant estimate the cost of their absent energy bill(s). This estimation should be documented and maintained in the client's file. HEAP assistance can only be made to a utility company where a bill is present, therefore, the client must provide the bill from the utility service provider to which the HEAP/Fast Track assistance will be issued.</p>  |
| <b>Utility provider</b>          | Eligible households may only select one utility company to receive assistance.   |
| <b>Calculating energy burden</b> | <p>The following is the methodology for calculating energy burden:</p> <ol style="list-style-type: none"><li>1. Use all energy utility costs to calculate the total energy costs for a one-month period (gas and electric, wood and propane) when calculating energy burden. Use the entire amount owed for the current one-month period. This can include the usage amount, surcharges and/or taxes. Do not include in the total arrearages from a previous month (s).</li><li>2. Total all household income for one month.</li><li>3. Divide the household's total gross monthly income by the household's total monthly energy cost. The resulting percentage is the household energy burden.</li></ol> |

# Estimating Energy Burden

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## Example

Calculating energy costs:

| Step               | Action  |            |         |                     |            |             |          |                    |            |
|--------------------|---|------------|---------|---------------------|------------|-------------|----------|--------------------|------------|
| 1                  | Calculate total energy costs  |            |         |                     |            |             |          |                    |            |
|                    | <table><tr><th>Commodity</th><th>Charges</th></tr><tr><td>Monthly electricity</td><td>\$45.15</td></tr><tr><td>Monthly gas</td><td>\$56.36</td></tr><tr><td>Total energy costs</td><td>\$101.51</td></tr></table> | Commodity  | Charges | Monthly electricity | \$45.15    | Monthly gas | \$56.36  | Total energy costs | \$101.51   |
|                    | Commodity   | Charges    |         |                     |            |             |          |                    |            |
|                    | Monthly electricity   | \$45.15    |         |                     |            |             |          |                    |            |
|                    | Monthly gas   | \$56.36    |         |                     |            |             |          |                    |            |
| Total energy costs | \$101.51  |            |         |                     |            |             |          |                    |            |
| 2                  | Calculate total monthly income  |            |         |                     |            |             |          |                    |            |
|                    | <table><tr><th>Source</th><th>Amount</th></tr><tr><td>Social Security</td><td>\$1,100.00</td></tr><tr><td>Pension</td><td>\$250.00</td></tr><tr><td>Total income</td><td>\$1,350.00</td></tr></table>             | Source     | Amount  | Social Security     | \$1,100.00 | Pension     | \$250.00 | Total income       | \$1,350.00 |
|                    | Source  | Amount     |         |                     |            |             |          |                    |            |
|                    | Social Security   | \$1,100.00 |         |                     |            |             |          |                    |            |
|                    | Pension   | \$250.00   |         |                     |            |             |          |                    |            |
| Total income       | \$1,350.00  |            |         |                     |            |             |          |                    |            |
| 3                  | Divide total monthly energy costs by total gross monthly household income.<br>\$101.51 divided by \$1,350 = .075  |            |         |                     |            |             |          |                    |            |
| 4                  | The calculated energy burden is 7.5%  |            |         |                     |            |             |          |                    |            |



# Appeals

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**Introduction**

In accordance with State Regulations any person who has applied for benefits and/or services under a grant award from a contractor or a subcontractor whose application has been denied or not acted upon with fifteen working days has the right to first appeal to the LIHEAP provider and if not satisfied, subsequently appeal to CSD

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# Appeals

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**Purpose** When service to a client is refused it is essential to establish if the application is ineligible or denied. Applications that are ineligible are not considered appealable and therefore, do not have to be advised of their appeal rights. (22 CCR § 100805). However, applications that are considered “denied” are appealable and the applicant must be informed of their appeal rights.

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**State Regulations** 22 CCR § 100805 define the following situations as appealable:

- The application was not acted upon within 15 working days
- Unsatisfactory performance
- Application was denied.

---

**Definition of a Denial** A denial means that all of the following criteria have been met:

- Services and funds are available.
- The contractor has authority to disburse services or funds.
- The applicant meets or believes he/she meets eligibility criteria and
- The applicant meets the conditions of the priority plan

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**Notification requirements** If an application has been denied, the applicant must be advised in writing of the reason for denial and their appeal rights and procedures.

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*Continued on next page*

## Appeals, Continued

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**Suggested letter**    **Dear LIHEAP Applicant:**

Your 2008 HEAP application requesting assistance with your energy costs has been received. We regret to inform you that your application is being denied for the following reason (s):

- ☐ Over income guidelines
- ☐ Incomplete/missing information
- ☐ Credit on bill
- ☐ Duplicate application, etc.

If you disagree with this decision and/or you have additional proof that may establish your eligibility, you have the right to appeal. To initiate the appeal process please send a written request explaining why you feel this decision was in error and any additional proof of eligibility within (    ) days\* of this letter.

**\* The amount of days is at the agency's discretion, but at a minimum, it must provide a reasonable time frame to allow the applicant to respond.**

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## Ineligible Applications

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**Definition** An application that is rejected for the following reasons is considered ineligible not denied and therefore, not appealable:

- Agency is out of funds
  - Household does not meet the agency priority plan
- 

**Notification** The applicant must still be notified in writing of the reason for the refusal of service but it is not necessary to advise them of their appeal rights.

---

**Suggested Letter** **Dear LIHEAP Applicant:**

Your 2008 HEAP application requesting assistance with your energy costs has been received. While your household meets the income eligibility requirements, your household did not meet our agency's priority plan and is not qualified to receive assistance at this time.

The State of California requires LIHEAP Service Providers (agencies) to establish a priority plan due to the overwhelming demand and the limited funding resources for LIHEAP assistance. The priority plan provides a method for serving those with the greatest need. However, if your circumstances change, please feel free to reapply.

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# Payments

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**Introduction**

Assistance is in the form of a dual or single party warrant or a direct payment to a utility company on behalf of an eligible applicant.

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## Partial Credit Return

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### Introduction

A partial credit return occurs when the utility company applies only a portion of the total benefit to a customers account. This generally results from customers closing their account but leaving a remaining balance. Utility companies must return to CSD any unused portion of the benefit payment.

---

### Reissue to a different company

| Step | Action   |
|------|--|
| 1    | Applicant must initiate the process by contacting the agency or CSD    |
| 2    | Agency must refer the applicant to CSD.                                |
| 3    | Applicant must provide CSD with a copy of the new utility bill.        |
| 4    | CSD will reissue the partial credit return to the new utility company. |

---

### Reissue to the same company

| Step | Action   |
|------|--|
| 1    | The agency can comment the record with the new service address and account number but then must contact the Help Desk to reissue the credit or |
| 2    | The applicant can contact CSD with the new service address and account number and CSD will reissue the credit to the new account.              |

---

### Reissue in a new service territory

To reissue a remaining partial credit to a different utility company and the new company is located outside the service territory of the original agency; CSD will request a copy of the utility bill from the new company and reissue the credit accordingly.

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### Important

It is important to remember that an agency must resolve payment returns within 90 days from the date the payment is returned from State Controllers Office or from the utility company to CSD. If a payment is not reissued within 90 days, on the 46th day the record will close and the return payment amount will be returned to the agency's remaining allocation.

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